
ANNUAL OPEN DATA REPORT FOR LOUISVILLE METRO GOVERNMENT

SEPTEMBER 1, 2016

This serves as the third OPEN DATA REPORT to the Mayor in accordance with the requirements set forth in Executive Order No. 1, Series 2013, dated October 11, 2013. The purpose is to summarize the current state of data availability in Louisville Metro Government (LMG) and to outline opportunities for continued improvement of access to public information.

STATE OF OPEN DATA

This has been a very productive year for LMG as it relates to government transparency. Not only are we offering more data to the public, we are continuing to serve as a model for other government organizations. As of August 2016, LMG is now publishing a total of 196 datasets to the city's public website, which is an increase of 40 datasets from the total reported at the same time last year. In addition to new high-quality data being made available, citizens are becoming more engaged and interested in LMG's offerings. Web traffic analysis of the Open Data Portal has shown a 24% increase in accessing the city's data services. The Open Data Portal experienced 613,931 page views over the past year compared to 492,633 visits in 2015. With all of the positive momentum in the city and progress in transparency, Louisville is now ranked 9th out of 84 U.S. cities, according to the "2016 U.S. City Open Data Census" published by Code for America and the Sunlight Foundation.

While LMG was successful in improving the data programs, we were also able to meet the Goal 4 objectives of the Mayor's Strategic Plan – Improve Citizen Interaction and Transparency. Below outlines the major accomplishments:

- Completed a series of projects with Bloomberg Philanthropies. The "What Works Cities" office evaluated the city's data programs and opportunities for automation, efficiency, and citizen engagement. The recommendations were incorporated into a formal LMG Goal 4 Strategic Plan that launched in March 2016. In addition, the "What Works Cities" team partnered with LMG Planning and Design agency in enhancing numerous business functions that improved collaboration, customer service, and facilitated the addition of new datasets.
- Louisville Metro Police Department (LMPD), Department of Information Technology, and the Office of Performance Improvement continued numerous efforts with the "White House Police Data Initiative" for transparency and accountability in policing. Together, we were able to make available police data regarding traffic stops, hate crimes, officer complaints, assaults, and many more. LMPD was also invited to serve on a national panel at the White House for the Police Data Initiative Year in Review where they shared on the campaigns progress and achievements with trust between police agencies and citizens. See the below links for further details:
 - [White House Year in Review Video](#)
 - [White House Policing Panel](#)
- Completed the implementation of over 1,000 body worn cameras across LMPD that has proven to be a valuable capability in furthering public trust and transparency as well as better protecting citizens and officers.
- Partnered with a mapping company called WAZE where LMG is now able to publish critical information via the web or mobile applications regarding road closures, utility work, and city events that involve traffic rerouting to ensure the safety of citizens and efficiency of moving around the metropolitan area.
- Launched a new street sweeping alerting service that automatically notifies citizens when their neighborhood streets are scheduled to be cleaned, which allows for faster service and minimizes impact to residents.
- Created a new Metro Data Officer position that will be responsible for all aspects of managing the city's data environment, strategies, policies, governance, and government performance and transparency.
- Migrated to a new open data platform called NuCivic that is modeled from federal data standards and industry best practices, allows for the automation of datasets from various sources to the Open Data Portal, and is more user friendly for citizens find information.
- Expanded free public WiFi access in areas of west Louisville through partnerships with Bloomberg Philanthropies and the Big Belly corporation
- Hosted successful Hack-a-Thons using city open data including: Vacant and Abandoned Properties – developed low cost smoke detectors to ensure public safety, Speed Up Louisville – website that measures local broadband adoption/saturation and speeds, and City Voice – community engagement feedback website

PLAN FOR IMPROVEMENT

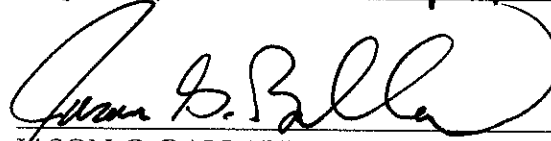
Below identifies opportunities and next steps in maturing LMG's data programs for the upcoming year:

- Onboard a Metro Data Officer to manage the city's collection of "big data"
- Implement new data visualization software that will provide the ability to perform analytics and present city information in a more user friendly/graphical manner
- Transition to a new Customer Relationship Management system that will bridge LMG activities to Louisville residents with new capabilities such as: citizen portal for land management, planning/design, inspections, permitting, public works, as well as an online interactive tool to connect with 311/customer service
- Offer new mobile apps that will streamline work order requests from citizens to Metro employees
- Migrate to Microsoft 365, which provides an integrated set of capabilities that will automate the open records request processes and provide timely information to the public
- Conduct numerous requests for proposal to further digitize LMG information and processes in an effort to operate more efficiently and allow easier access to the public.
- Advance "MyLouisville" functionality on the LMG public website to create a personalized experience for residents
- In conjunction with the private sector, continue to extend public WiFi services to the city community centers
- Continue to formalize the city's open data programs with governance, training, and restructuring to a decentralized framework in accordance with the Mayor's Goal 4 strategy, as well as releasing new data to the public
- Work with partners to implement a Louisville Digital Inclusion Plan that invests in opportunities to provide high-speed Internet connectivity and access to information and services for all citizens
- Facilitate the opening of the city's first-ever "LouieLab" where government and citizens can work closer together on smart city technologies, urban living innovation, and ways to improve city services to keep Louisville competitive in the global market

CONCLUSION

LMG is making significant progress in providing excellent city services. Technology continues to play a central role in metro government and the overall growth of the city. Efforts like Google Fiber, Kentucky Wired, numerous city wireless initiatives, video federation, web/mobile developments, and civic innovation projects will further public/private opportunities to work together to make the city one of the premier U.S. cities. As a testament, Louisville's technology and data programs were recently highlighted as one of the top in the nation by winning 5th place in the Center for Digital Government's 2016 Best of the Web competition. We are proud of this year's achievements and look forward to continued efforts of transforming LMG into the most transparent organization in the government sector.

Respectfully submitted on Sep 1, 2016



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